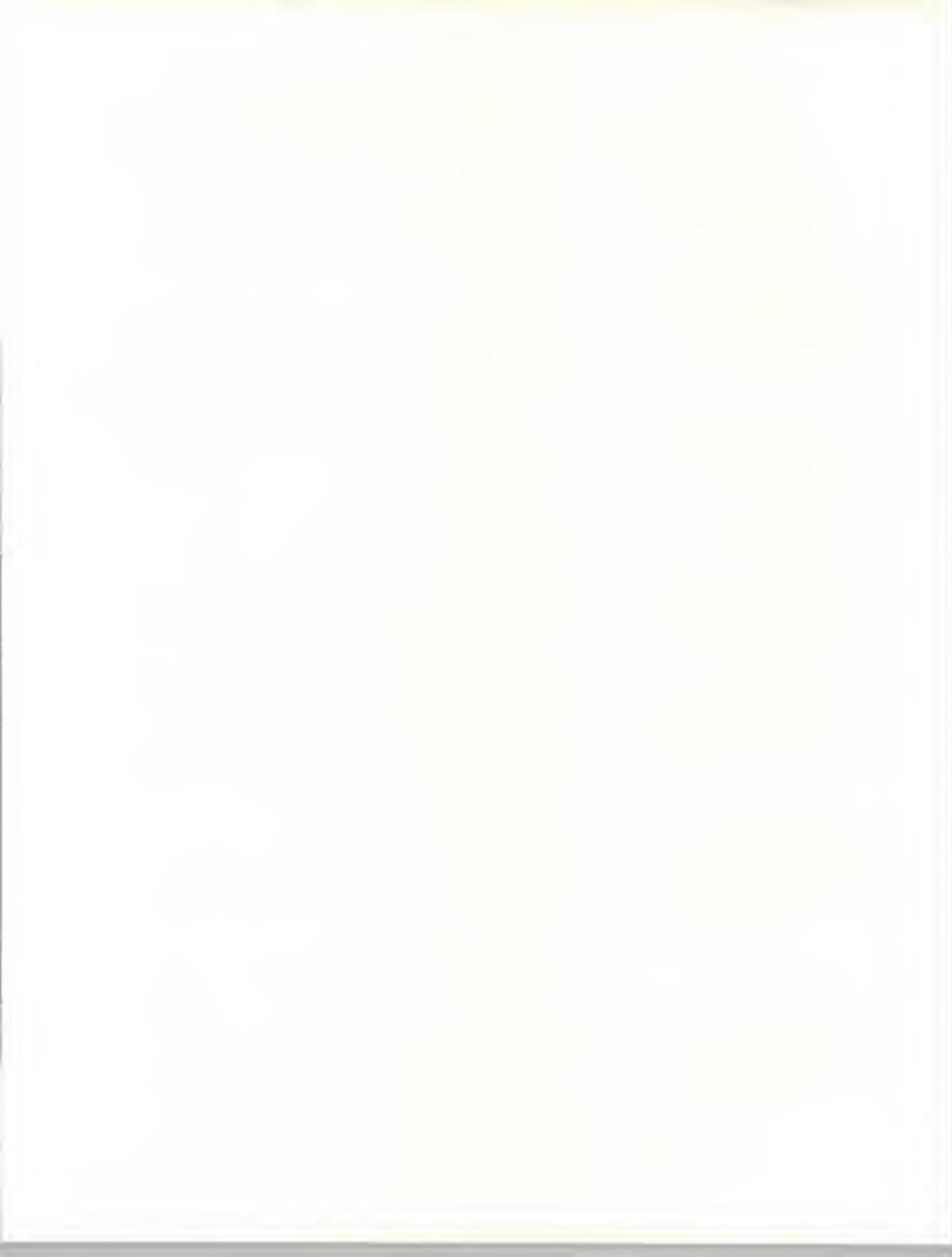


Software and Services Program —Europe (SSPE)

Arthur Andersen & Company	IBM Europe
AT&T	IBM INS Europe
B. P. International Ltd.	IDA, Ireland
CAP Group PLC	International Computers Ltd.
Commission of the European Communities	Metier Management Systems Ltd.
Cullinet Europe	Olivetti
EDS International (France) Ltd.	Philips B.V.
Electronic Data Systems Ltd.	Scicon
Electronic Data Systems GmbH.	Saatchi and Saatchi
Ericsson Data Services	Thorn Software
Finsiel	Unisys EAD
GSI	Unisys Ltd.
IBM (U.K.) Ltd.	Unisys Sweden
IBM Deutschland GmbH	



Research-Based Studies from INPUT Customer Service Program - Europe (CSPE)

1988

Customer Services in Europe, 1988 Annual Report

Customer Service Automation in Europe

Disaster Recovery

Education & Training

Inventory Control of Spares

Pricing Customer Service

INPUT Service Update (6/yr)

Changing User Requirements

1987

Customer Services in Europe, 1987 Annual Report

Market Impact on Customer Service of Major Dealer Activities

Third-Party Maintenance Markets in Europe, 1986-1992

Software Maintenance and Support Strategies (Europe)

Customer Service Marketing Strategies in Europe

Customer Service Pricing Trends in Europe

New User Requirements/Vendor Offerings in Customer Service (Europe)

1986

Customer Services in Europe - 1986

Role of the Engineer Outside of Maintenance (Europe)

Strategic Market Directions in Customer Service (Europe)

Customer Service Pricing (Europe)

Remote Diagnostics in European Customer Service

Future Service Market Requirements

Third-Party Maintenance in Europe, 1985-1991

Vendor Software Support Strategies (Europe)

Customer Service Annual Report 1985 (Europe)

